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Data mining for **customer service** support

SC Hui, G Jha - Information & Management, 2000 - Elsevier

... If the problem still persists, the centre will **dispatch** a **service engineer** to the **customer's** premise for an on-site repair. During ...

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Impact of information technology management practices on **customer service**- [cudenver.edu \[PDF\]](#)

J Karim, TM Somers, YP Gupta - Journal of Management Information Systems, 2001 - ME Sharpe
 ... and production management, and faster response to **customer demand** Order ... for customers and business partners Field **Service** by using **dispatch**, spare parts ...

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Energy and ancillary **service dispatch** in a competitive pool

X Ma, D Sun - IEEE Power Engineering Review, 1996 - [ieeexplore.ieee.org](#)

... Joint **dispatching** provides significant flexibility to model inter-dependencies among the ... price \$250) is available through IEEE **Customer Service** 445 H ex Lanc ...

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Real-time, wide area **dispatch** of Mobil tank trucks- [hisc.ernet.in \[PDF\]](#)

GG Brown, CJ Ellis, GW Graves, D Ronen - Interfaces, 1987 - jstor.org

... old system in all respects: it provides better **customer service**, greatly improved ... implementation of CAD (computer assisted **dispatch**), the centerpiece of Mo ...

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Applying GIS and OR techniques to solve sears technician-dispatching and home-delivery problems- [esri.ca \[PDF\]](#)

D Weigel, B Cao - Interfaces, 1999 - jstor.org

... **service** calls on first attempt Improve **customer service** Provide same day **service**
 Reduce operational costs Consolidate **dispatch** operations Automatically build ...

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A web-based intelligent fault diagnosis system for **customer service** support

SC Hui, ACM Fong, G Jha - Engineering Applications of Artificial Intelligence, 2001 - Elsevier

... If the problem still persists after all the suggested checkpoints are exhausted, the centre will **dispatch** the **service engineers** to the **customer's** premise for ...

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The effects of lot sizing and dispatching on **customer service** in an MRP environment

SC Gardiner, JH Blackstone - Journal of Operations Management, 1993 - Elsevier

... This study investigates the impact of lot sizing on the **customer service** performance of six **dispatching** techniques in an MRP controlled assembly job shop ...

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Real-time **dispatch** of petroleum tank trucks- [navy.mil \[PDF\]](#)

GG Brown, GW Graves - Management Science, 1981 - jstor.org

... In this way, maximum net profit of fitted loads gives way to equitable **customer service** at minimal transportation cost at the individual **dispatch** level. ...

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Service-oriented computing: Concepts, characteristics and directions- [tsk.fj \[PDF\]](#)

MP Papazogian - Web Information Systems Engineering, 2003 - WISE 2003. ... 2003 - [ieeexplore.ieee.org](#)

... in monolithic architectures, highly fragile, **customer-specific**, non ... This module also performs selection and **dispatching** to find a **service** instance to ...

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... of worker assignment and dispatching rules for managing vital **customer** priorities in dual resource ...

HV Kher - Computers and Operations Research, 2000 - Elsevier

... Table 2 shows that in the base case with DEC 'whena rule, LNQ 'wherea rule, and

EDD **dispatching** rule, the **customer service** rate for normal priority jobs is ...

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